Bonner County

Job Description

Job Title: Communication Services Technician

Department: Bonner County Sheriff's Office

Reports To: Sergeant, Computer Forensics and Technology Administration

FLSA Status: Exempt

BOCC APPROVED: October 1, 2021

SUMMARY: Under direction, this position is responsible for coordinating in the planning, designing, managing, and maintaining computerized 9·1·1 telephone systems, radio based analog and digital communications equipment, systems, and related support services This requires strong technical and interpersonal skills to work effectively with the various agencies served by the 9·1·1 Dispatch Center, vendors, and maintenance contractors.

ESSENTIAL DUTIES AND RESPONSIBILITIES: The following duties are representative of the general functions of the position. They are not intended to represent the entire functional capacity of the position. This position performs all duties of the required skills level and responsibility as listed.

- Assists in advising on all county activities and related non-county public safety organizations in planning, acquisition, implementation, management, maintenance, and use of computerized 9·1·1 telephone systems, radio based analog and digital communications equipment, systems, and related support services.

- Under direction, assist in maintaining the County 9·1·1 radio infrastructure, 9·1·1 phone system, and associated equipment.

- Maintain all communication asset information in the Communication Asset Survey and Mapping Tool (CASM).

- Assists in maintaining Bonner County radio records. Add, delete, modify, and configure radio information as needed. Also, maintain radio information in the county 911 digital recording system.

- Assists in preparing project schedules, cost estimates, request for proposals (RFP's) and bid requests.

- Assists in developing and monitoring the annual 9·1·1 communications technology budget for

the section ensuring all expenditures fall within budget amounts.

- Exercises strong interpersonal skills to develop relationships needed to support the ongoing development of the radio and telecommunications systems that support an effect combined multi-agency dispatch center. Must have the ability to clearly communicate professional and technical issues both orally and in writing to a wide range of audiences.

- Manage frequency use, fleet mapping, and multi-channel gateway systems.

- Assists in troubleshooting Computer Aided Dispatch systems, emergency notification systems, and general network computers.

- Assists in developing policies, procedures, plans, and technical standards for all phone, computer, and radio communications equipment and services for the 9-1-1 center.

- Independently administer and maintain the County mass notification system and assist agencies in use of the internal notification system.

- Assists and manages projects technical in nature while coordinating with 9·1·1 Dispatch personnel, county 9·1·1 radio infrastructure users, and vendors.

- Assists in the composing, presenting and supporting documents on technical subjects, including policy, statistical reporting, product evaluations, training, grants and other funding issues.

- Assists in hardware installations upon request.

- Performs these duties and responsibilities during scheduled work hours, weekends and holidays.

- Non-exempt staff may be required or requested to work overtime.

- Maintains a positive, helpful, constructive attitude and working relationship with the department supervisor and departmental employees, other County employees, Elected Officials and the public. Ability to use tact, discretion, and courtesy in interdepartmental, external agency, and public contacts, and to properly handle highly sensitive and confidential information in a professional manner.

The person in this position is authorized access to such private information as a condition of employment to the extent necessary to perform their duties. As an employee of the county, employees are required to protect against unauthorized access to such information, ensure the security and privacy of such information, and disclose any anticipated threats or hazards to such information. Employees must be very careful not to release this information to the public or to other individuals, including but not limited to county employees who have not been authorized or who do not have a legitimate organizational,

departmental, or business need to know as described in Idaho Code Title 9. Any questions regarding release of such information to another person should be directed to their supervisor, elected official, or their designee.

Marginal Duties: Other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES - Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SUPERVISORY RESPONSIBILITIES: No supervisory responsibility.

EDUCATION AND/OR EXPERIENCE: High School Graduate or GED equivalency. Experience in computer technology or a closely related field; and a minimum of two years of experience working with, maintaining, and operation of a variety of computer systems; or equivalent combination of education and experience. Experience in basic networking is encouraged.

CERTIFICATES, LICENSES, REGISTRATIONS: Must possess valid driver's license and be insurable.

TECHNOLOGY EQUIPMENT AND TOOL SKILLS: Proficient ability to use personal computer systems and associated peripherals, Microsoft Windows XP or higher, Microsoft Office 2007 or higher, databases specific to the Sheriff's Department and/or the County with an advance technical competency using word processing, spreadsheets, and financial software. Also must be competent with the secure and legal use of the internet, electronic e-mail and basic communications devices including mobile phones and public safety radio equipment. Must have the ability to use office phones, copy machine, printer, scanning devices, calculator and general office equipment.

Must be proficient with a variety complex electronic communication, telecommunications equipment, multi-channel radio systems, computer based systems including, computer aided dispatch systems (CAD), GIS mapping systems, records management systems (RMS), law enforcement database systems.   In addition to office hardware and software this position requires the understanding of basic telephone test equipment, multi-meters, and land mobile radio programming software. Candidate must demonstrate knowledge of telecommunication and radio systems including microwave transport, IP, and CPE systems.

LANGUAGE REQUIREMENTS: The ability to develop technical bid language, develop communications standard operating procedures (SOP),communication plans, business letters, memos, or reports of a routine or recurring nature using established writing skills. Ability to comprehend, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations and advise the Emergency Communications Office Director, Advisory Board, or supported agencies with

clearly written recommendations using the English language. Discuss unique or non-recurring issues with others, which may involve converting specialized terms into everyday language to ensure understanding.

MATHEMATICAL REQUIREMENTS: Ability to calculate figures and amounts using fractions, decimals, and percentages. For example: such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume; to apply concepts of basic algebra and geometry; to set-up intermediate level spreadsheet formulas.

REASONING ABILITY: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form or from vague sources and references; to deal with problems involving several concrete variables in standardized situations and develop and implement solutions; to prioritize work time, sequence and research information to complete work assignments; to interpret different kinds of work situations and make decisions as to next step or draw conclusions; to prioritize work; to multi-task duties. Interruptions in work are expected and frequent.

PHYSICAL DEMANDS & WORK ENVIRONMENT: The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Ability to work irregular schedules, including holidays, weekends, and non-business hours as required.

- While performing the duties of this job, the employee is frequently required to stand; walk and sit. The employee is occasionally required to use hands to keyboard, handle, or manipulate tools used in performing the job and reach with hands and arms. The employee is possibly exposed to electrical shock working with electronic equipment and equipment testing devices. The employee must occasionally lift and/or move up to 50 pounds.

- The noise level in the work environment is usually moderate.

- Ability to traverse rough terrain with 4x4 vehicle, travel during the periods of limited visibility, and be available assist technicians at remote communications sites during adverse weather conditions.

- Ability to travel above elevations greater than 5,000 feet.

- Ability to work in and around microwave radio equipment and high frequency radios.

OTHER QUALIFICATIONS: Must successfully pass the County's pre-employment and subsequent random drug testing and stringent Sheriff's Department background and selection process.

Disclaimer:

  The job description is not an employment agreement or contract and management reserves the right to modify when necessary per Bonner County policy.

I have reviewed and agree this Job Description accurately reflect the current responsibilities of my position. I also acknowledge that it will be placed in my Personnel File.

Signature: _____ Date: _____

  (Signature needed upon hiring and transfer/promotion only)

Please Print Name: _____